

**Proposed Revisions to Complete List of Quality Assessment Performance Indicator (QAPI) List:**

1. **New Indicator proposed for PGB review/approval:**
2. **Indicators with proposed revision for PGB review/approval: G2**
3. **Indicators proposed for PGB review/removal:**

COUNTY OF SANTA BARBARA  
Complete QAPI List  
11/20/2020  
Quality Assessment and Performance Improvement Indicators

**Quality Assessment and Performance Improvement Indicators (revised 10.22.2020)**

No	Name	Definition	Target	Accountability	Reporting	Comment
<b>A Significant Adverse Occurrences</b>						
1	*Sentinel Event	Number of state reportable events (Unusual Occurrence 24 Hour Report).	N/A	QCM	QAPICOMMITTEE, MPC, BOARD [Monthly]	Each sentinel event is reported. The root cause analysis and prevention interventions are also reported.
2	Incident Reporting	Number and Type of Incidents Reported.	N/A	QCM	QAPICOMMITTEE, MPC, BOARD [Monthly]	The focus will be to maintain reporting of incidents and report root cause analysis and prevention interventions.
3	Patient Adverse Events	Number of Adverse Events (any event during the care process that results in harm to a patient regardless of the cause).	N/A	QCM	QAPICOMMITTEE, MPC, BOARD [Monthly]	The focus will be to maintain reporting of incidents and report root cause analysis and prevention interventions.
<b>B Complaints/Grievances</b>						
1	*Patient Grievance Rate	<b>Numerator:</b> # of patient grievances <b>Denominator:</b> 100 patient days	10%	Patient Advocate	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions taken by Grievance Committee
2	*Clinically Related Patient Grievance	<b>Numerator:</b> # of grievances related to clinical care/skill <b>Denominator:</b> # of grievances	5%	Patient Advocate	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions taken by Grievance Committee
No	Name	Definition	Target	Accountability	Reporting	Comment
<b>C Patient Services, Care and Safety</b>						
1	Patient injuries during hospitalization	<b>Numerator:</b> Number of patient injuries w or w/o treatment <b>Denominator:</b> Number of pt days per month X 100	0%	QCM	QAPICOMMITTEE, MPC, BOARD [Monthly]	QAPI Committee will oversee the effectiveness of corrective actions
2	Readmissions within 30 Days	<b>Numerator:</b> Number of inpatient readmissions within 30 days of discharge <b>Denominator:</b> Number of inpatient admissions per month	10%	QCM	QAPICOMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
3	*Inpatient Falls per 100 patient days	<b>Numerator:</b> Number of inpatient falls reported during the month. <b>Denominator:</b> number of inpatient days per month X 100.	0.5	QCM	QAPICOMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions

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No	Name	Definition	Target	Accountability	Reporting	Comment
<b>D Physician and AHP Related Issues</b>						
1	*Rate of Complete Psychotropic Medication Consents	<b>Numerator:</b> # of Medical Records reviewed with Presence of Psychotropic Medication Consents Present with all required elements <b>Denominator:</b> Number of Psychotropic Medication Consents Required (e.g. # of individual psychotropic medication consent forms required in each medical record reviewed)	100%	QCM	QAPICOMMITTEE, MPC, BOARD [Monthly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
2	Telephone Orders	<b>Numerator:</b> # of Telephone Orders signed and Dated within 24 hours <b>Denominator:</b> Total # of Telephone Orders Reviewed	100%	QCM	QAPI COMMITTEE, MPC, BOARD [Monthly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
3	Appropriateness of Poly Pharmacy Antipsychotic Therapy	<b>Numerator:</b> Number of poly-pharmacy Antipsychotic therapy records reviewed with evidence of review of appropriateness of each drug <b>Denominator:</b> Number of poly-pharmacy antipsychotic therapy records reviewed	95%	QCM	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions
4	*Discharge Summary Completion	<b>Numerator:</b> # of Medical Records with Discharge Summary Completed within 30 days of Discharge and Contains all Required Elements <b>Denominator:</b> Number of Inpatient Discharges	95%	QCM	QAPICOMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
5	Cranial Nerve Exams	<b>Numerator:</b> # of Medical Records with Cranial Nerve Exam completed <b>Denominator:</b> # of Medical Records reviewed	100%	Medical Director	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
No	Name	Definition	Target	Accountability	Reporting	Comment
<b>E</b>						
No	Name	Definition	Target	Accountability	Reporting	Comment
<b>F Food and Nutrition Issues</b>						
1	Ice Policy	<b>Numerator:</b> Number of correct responses to Ice Policy query <b>Denominator:</b> Number of staff interviewed	100%	Director of Dietary	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
2	Handwashing	<b>Numerator:</b> Number of staff observed washing hands per policy <b>Denominator:</b> Number of staff observed	100%	Director of Dietary	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
3	Requests for Additional Food Policy	<b>Numerator:</b> Number of correct responses to Requests for Additional Food Policy query <b>Denominator:</b> Number of staff interviewed	100%	Director of Dietary	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
4	Rate of correct meal preparations	<b>Numerator:</b> Number of meals prepared with correct menu including food portions <b>Denominator:</b> number of prepared meals reviewed	100%	Director of Dietary	QAPICOMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
5	Number of Timely Nutritional Assessments	<b>Numerator:</b> Number of RD assessments performed within 72 hours for patients at high nutritional risk <b>Denominator:</b> number high risk nutritional patients reviewed	100%	Director of Dietary	QAPICOMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
<b>G Infection Prevention and Control</b>						
1	Rate of Compliance CDC Hand Hygiene Requirements	<b>Numerator:</b> Number of observations when the care giver performed hand hygiene per CDC guidelines. <b>Denominator:</b> number of observations (opportunities)	80%	Infection Control Practitioner	QAPICOMMITTEE, MPC (IC function), BOARD [Quarterly]	QAPI Committee and the MPC performing the Infection Control Function will oversee the effectiveness of corrective actions
2	Staff Knowledge of Surface Disinfection	<b>Numerator:</b> Number of correct responses from staff when queried on disinfectant dwell (wet/kill) times <b>Denominator:</b> Number of queries (2 queries per week)	400%—85%	Infection Control Practitioner	QAPICOMMITTEE, MPC (IC function), BOARD [Quarterly]	QAPI Committee and the MPC performing the Infection Control Function will oversee the effectiveness of corrective actions

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No	Name	Definition	Target	Accountability	Reporting	Comment
<b>H Restraint / Seclusion (Violent/Self Destructive Behavior)</b>						
1	Restraint Usage Rate	<b>Numerator:</b> Hours of restraint use <b>Denominator:</b> 1000 patient hours	volume	QCM	QAPICOMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
2	Seclusion Usage Rate	<b>Numerator:</b> Number of "seclusion episodes" <b>Denominator:</b> 100 inpatient days	volume	QCM	QAPICOMMITTEE, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
3	Restraint / Seclusion Usage – Evidence of Alternative Methods/Less Restrictive Measures	<b>Numerator:</b> Number of restraint / seclusion records reviewed evidence of alternative & less restrictive measures attempted or considered and rejected prior to restraint use in the <b>Denominator:</b> Total number of restraint / seclusion episodes reviewed	100%	QCM	QAPICOMMITTEE [Monthly] , MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
4	Evaluation of Restraint / Seclusion	<b>Numerator:</b> Number of new restraint / seclusion episodes with face-to face evaluation within 1 hour of restraint / seclusion application by Qualified RN or PA or LIP <b>Denominator:</b> Total number of new episodes of restraint / seclusion	100%	QCM	QAPICOMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
5	Inclusion in Treatment Plan	<b>Numerator:</b> Number of episodes of seclusion/physical or mechanical restraint with all required elements complete <b>Denominator:</b> Number of episodes of seclusion/physical or mechanical restraint	100%	QCM	QAPICOMMITTEE MPC [Monthly] , BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
<b>I Medication Use/ Pharmacy Services</b>						
1	Patient Medication and Controlled Substance Labeling	<b>Numerator:</b> # of patient medications, including controlled substances labeled and stored according to hospital policy <b>Denominator:</b> number of patient stored medications	100%	QCM	QAPICOMMITTEE, BOARD [Quarterly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions
2	Dual licensed Signatures for Controlled Substance Destruction (one RN signature required)	<b>Numerator:</b> # of controlled substance destructions with dual licensed signatures (one RN signature required) <b>Denominator:</b> total # of controlled substance destructions	100%	QCM	QAPICOMMITTEE, BOARD [Quarterly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions
3	Controlled Substance Discrepancy	<b>Numerator:</b> # of resolved controlled substance discrepancies <b>Denominator:</b> total # of controlled substance discrepancies	100%	QCM	QAPICOMMITTEE, BOARD [Quarterly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions
4	Medication Errors	<b>Total Number of Medication Errors</b>	volume	QCM	QAPI COMMITTEE [Monthly] BOARD [Quarterly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions
<b>J Environmental Services</b>						
1	Cleaning / Disinfection Patient Rooms	<b>Numerator:</b> Number of correct responses from staff when queried on disinfectant dwell (wet/kill) times <b>Denominator:</b> Number of queries (2 queries per week)	>95%	EVS Manager	QAPICOMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee and the MPC performing the Infection Control Function will oversee the effectiveness of corrective actions
<b>K Environment of Care (EOC)</b>						
1	Emergency Management Employee Education	<b>Numerator:</b> # of employees correctly describing their role in the event of an internal/external disaster <b>Denominator:</b> # of employees interviewed	>90%	Plant Operations	Environment of Care Oversight QAPICOMMITTEE, Board [Quarterly]	Executive leadership / QAPI will oversee the effectiveness of corrective actions
2	*Emergency Management Activation	1 per year	100%	Plant Operations	Environment of Care Oversight QAPICOMMITTEE, Board [Quarterly]	EOC will oversee the effectiveness of corrective actions
3	*Fire and Internal Disaster Drills	<b>Numerator:</b> 1 fire and Internal Disaster drill per quarter per shift conducted <b>Denominator:</b> 16	100%	Plant Operations	Environment of Care Oversight QAPICOMMITTEE, Board [Quarterly]	EOC will oversee the effectiveness of corrective actions
4	Management of Physical Environment	Work order completion rate <b>Numerator:</b> # of work orders completed within 30 days of creation <b>Denominator:</b> # of work orders created	95%	Plant Operations	Environment of Care Oversight QAPICOMMITTEE, Board [Quarterly]	Executive leadership / QAPI will oversee the effectiveness of corrective actions

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<b>L Social Services</b>						
1	*Psychosocial Assessments	<b>Numerator:</b> # of completed assessment with all required elements <b>Denominator:</b> # of assessments audited	100%	Director of Social Services	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
2	Discharge/Aftercare Form Completion	<b>Numerator:</b> # of discharge/aftercare forms with all elements completed <b>Denominator:</b> # of charts audited	100%	Director of Social Services	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
3	Social Services Documentation Completion	<b>Numerator:</b> # of charts including admission note, acute note and administrative status note <b>Denominator:</b> # of charts audited	100%	Director of Social Services	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
4	*Recreation Therapy Assessment Completion	<b>Numerator:</b> # of Recreation Therapy Assessments with all required elements <b>Denominator:</b> # of charts audited	100%	Director of Social Services	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions

No	Name	Definition	Target	Accountability	Reporting	Comment
<b>M Nursing Services</b>						
1	*Telephone Order Read Back	<b>Numerator:</b> # of telephone order with documentation of read back <b>Denominator:</b> # of telephone orders audited	100%	Nursing Supervisor	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
2	*Pain Assessments	<b>Numerator:</b> # of charts with evidence of pain assessment <b>Denominator:</b> # of charts audited	100%	Nursing Supervisor	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
3	*Physician Notification of meds not given	<b>Numerator:</b> # of charts with documentation of physician notification of meds not given per MD-ordered parameters <b>Denominator:</b> # of charts with meds not given per MD-ordered parameters	100%	Nursing Supervisor	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
4	*Physician Notification of meds refused	<b>Numerator:</b> # of charts with evidence of physician notification of meds refused <b>Denominator:</b> # of charts with medications refused	100%	Nursing Supervisor	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions

No	Name	Definition	Target	Accountability	Reporting	Comment
<b>N Treatment Plans</b>						
1	Short Term Goals	<b>Numerator:</b> Number of treatment plans w/ short term goals with all required elements complete <b>Denominator:</b> Number of short term goals	100%	QCM	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
2	Long Term Goals	<b>Numerator:</b> Number of long term goals w/ all required elements complete <b>Denominator:</b> Number of long term goals	100%	QCM	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
3	MD Interventions	<b>Numerator:</b> Number of MD interventions with all required elements complete <b>Denominator:</b> Number of MD interventions	100%	QCM	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
4	Nursing Interventions	<b>Numerator:</b> Number of nursing interventions with all required elements complete <b>Denominator:</b> Number of nursing interventions	100%	QCM	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
5	Social Services (SS) Interventions	<b>Numerator:</b> Number of SS interventions with all required elements complete <b>Denominator:</b> Number of SS interventions	100%	QCM	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
6	Recreation Therapist (RT) Interventions	<b>Numerator:</b> Number of RT interventions with all required elements complete <b>Denominator:</b> Number of RT interventions	100%	QCM	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions